Public Service Commission of Wisconsin

Ellen Nowak, Chairperson
Phil Montgomery, Commissioner
Mike Huebsch, Commissioner

610 North Whitney Way
P.O. Box 7854
Madison, WI 53707-7854

October 2, 2015 – VIA E-MAIL

Mr. Robin Piper, Chief Administrative Officer
Madison Water Utility
119 East Olin Avenue
Madison Wisconsin 53713-1431
rpiper@madisonwater.org

Re: Application of Madison Water Utility, Dane County, Wisconsin, for Authority to Increase Water Rates — 3280-WR-113

Dear Mr. Piper:

Thank you for your letter dated September 28, 2015, stating that the rates and rules authorized by the Public Service Commission (Commission) in its Final Decision dated September 28, 2015, in Docket 3280-WR-113 have been adopted by the utility effective for service beginning September 29, 2015.

The new rates and rules have been placed on file as Amendment 91. A copy is enclosed for your records.

Also enclosed is an attachment which indicates the schedules that have been amended, deleted, or have remained unchanged as authorized by the Commission Final Decision. Please refer to this sheet to keep your copy of the rate file up-to-date.

The utility's current rates and rules must be available for public inspection and review at the utility's office(s) and all bill payment stations pursuant to Wis. Admin. Code § PSC 185.22.

The utility should mark the old rates and rules as superseded and keep them in a separate file. Pursuant to Wis. Admin. Code § PSC 185.19, the utility must keep a file of its previous rates and rules permanently.

If you have any questions, please email me at David.Prochaska@wisconsin.gov or call me at (608)266-5739

Sincerely,

David L. Prochaska

David L. Prochaska
Public Utility Rate Analyst
Division of Water, Compliance and Consumer Affairs
cnc:DL:01268741

Attachment

Madison Water Utility
3280-WR-113

Water Rate File Changes

Schedule	New or Amended	Deleted	Unchanged	Not Applicable
PWAC-1				✓
F-1	✓			
Fd-1		✓		
F-2				✓
Upf-1	✓			
Mg-1	✓			
NSM-1	✓			
W-1	✓			
MI-1				✓
Mg-2				✓
Am-1				✓
OC-1	✓			
NSF-1		✓		
Mpa-1	✓			
Ug-1	✓			
Sws-1				✓
Mgt-1				✓
Sg-1	✓			
Mz-1				✓
BW-1	✓			
B-1				✓
Mr-1				✓
R-1	✓			
R-2				✓
Cz-1	✓			
D-1				✓
H-1				✓
X-1	✓			
X-2	✓			
X-3				✓

Public Service Commission of Wisconsin

Madison Water Utility

Public Fire Protection Service

Public fire protection service includes the use of hydrants for fire protection service only and such quantities of water as may be demanded for the purpose of extinguishing fires within the service area. This service shall also include water used for testing equipment and training personnel. For all other purposes, the metered or other rates set forth, or as may be filed with the Public Service Commission, shall apply.

Under Wis. Stat. § 196.03(3)(b), the municipality has chosen to have the utility bill the retail general service customers for public fire protection service.

Monthly Public Fire Protection Service Charges:

⅝ -inch meter - $	2.03	3 -inch meter - $	168.75
¾ -inch meter - $	5.75	4 -inch meter - $	371.25
1 -inch meter - $	13.00	6 -inch meter - $	675.00
1¼ -inch meter - $	18.00	8 -inch meter - $	1,350.00
1½ -inch meter - $	23.75	10 -inch meter - $	2,362.50
2 -inch meter - $	50.75	12 -inch meter - $	3,375.00

Customers who are provided service under Schedules Mg-1, Ug-1, or Sg-1 shall be subject to the charges in this schedule according to the size of their primary meter. Customers who are provided service under Schedule Am-1 are exempt from these charges for any additional meters.

Under Wis. Stats. §196.03(3)(b), the City of Madison has elected to make the charges in this schedule applicable to non-general service customers who own property that is located both within the municipal limits and in an area where the utility has an obligation to provide water for public fire protection. Each parcel shall be billed at the ⅝-inch meter rate under this schedule.

Billing: Same as Schedule Mg-1.

Public Service Commission of Wisconsin

Madison Water Utility

Private Fire Protection Service - Unmetered

This service shall consist of permanent or continuous unmetered connections to the main for the purpose of supplying water to private fire protection systems such as automatic sprinkler systems, standpipes, and private hydrants. This service shall also include reasonable quantities of water used for testing check valves and other backflow prevention devices.

Monthly Private Fire Protection Service Demand Charges:

1½ - inch or smaller connection - $	2.40
2 - inch connection - $	3.30
3 - inch connection - $	5.90
4 - inch connection - $	9.90
6 - inch connection - $	19.80
8 - inch connection - $	31.70
10 - inch connection - $	47.60
12 - inch connection - $	63.40
14 - inch connection - $	79.30
16 - inch connection - $	95.20

Billing: Same as Schedule Mg-1.

Public Service Commission of Wisconsin

Madison Water Utility

General Service - Metered

Monthly Service Charges (All Customer Classes):

⅝ -inch meter - $	5.70	3 -inch meter - $	38.10
¾ -inch meter - $	6.70	4 -inch meter - $	57.20
1 -inch meter - $	9.80	6 -inch meter - $	98.40
1¼ -inch meter - $	12.70	8 -inch meter - $	152.40
1½ -inch meter - $	15.90	10 -inch meter - $	223.50
2 -inch meter - $	23.50	12 -inch meter - $	298.50

Plus Volume Charges:

Residential Class Customers:

First	3,000	gallons used monthly - $2.84 per 1,000 gallons
Next	3,000	gallons used monthly - $3.26 per 1,000 gallons
Next	3,000	gallons used monthly - $3.60 per 1,000 gallons
Next	5,000	gallons used monthly - $4.50 per 1,000 gallons
Over	14,000	gallons used monthly - $5.07 per 1,000 gallons

Multifamily Residential Class Customers:

All water used monthly - $2.60 per 1,000 gallons

Commercial Class Customers:

All water used monthly - $2.68 per 1,000 gallons

Industrial Class Customers:

All water used monthly - $2.50 per 1,000 gallons

Public Authority Class Customers:

All water used monthly - $3.31 per 1,000 gallons

General Service - Metered

Multifamily Residential Class includes master-metered multifamily dwelling units such as condominiums, apartment buildings, and mobile home parks.

Commercial Class includes business entities and institutions, except governmental entities, that provide goods or services. Churches and parochial schools are not governmental and are classified as commercial.

Industrial Class includes customers who are engaged in the manufacture or production of goods.

Public Authority Class includes any department, agency, or entity of local, state, or federal government, including public schools, colleges, and universities.

Billing: Bills for water service are rendered monthly and become due and payable upon issuance following the period for which service is rendered. A late payment charge of 1 percent per month will be added to bills not paid within 20 days of issuance. This late payment charge shall be applied to the total unpaid balance for utility service, including unpaid late payment charges. This late payment charge is applicable to all customers. The utility customer may be given a written notice that the bill is overdue no sooner than 20 days after the bill is issued. Unless payment or satisfactory arrangement for payment is made within the next 10 days, service may be disconnected pursuant to Wis. Admin. Code ch. PSC 185.

Combined Metering: For residential customers, volumetric readings from all meters on a single service lateral shall be combined for billing. For nonresidential customers, volumetric readings may be combined for billing if the utility for its own convenience places more than one meter on a single water service lateral. This requirement does not preclude the utility from combining readings where metering configurations support such an approach. Volumetric readings from individually metered separate service laterals may not be combined for billing purposes.

Public Service Commission of Wisconsin

Madison Water Utility

Non-Standard Meter Service

The utility has chosen to install wireless advanced meters as standard equipment for all customers. Customers who are provided service under Schedule Mg-1 and choose not to have a standard wireless advanced meter installed on their premises may select one of the following options.

Service Charges:

Option 1: Installation of electronic read transmitter on the outside of the building. A customer electing this option shall pay a one-time charge at the actual cost for each non-standard meter installation.

Option 2: No electronic read transmitter anywhere on property. A customer electing this option shall pay a monthly non-standard meter charge of $7.78 for each non-standard meter. In addition, if an electronic meter read transmitter is installed, and the customer requests to have it removed, the requester shall pay a one-time charge at the actual cost for each transmitter removed.

If a customer establishes service at a new location where a standard meter is installed, and the customer requests non-standard meter service, the utility shall assess the customer a one-time charge, based on actual utility costs, for the installation of a non-standard meter.

If a customer establishes service at a location where a non-standard meter is installed, the utility may not assess a charge for installing a standard meter and wireless transmitter.

The utility may not charge an existing customer who chooses to convert from a non-standard meter to a standard meter. The customer remains responsible for any unpaid non-standard meter charges incurred prior to the conversion.

Billing: Same as Schedule Mg-1.

RATE FILE

Sheet No. 1 of 1
Schedule No. W-1
Amendment No. 91

Public Service Commission of Wisconsin

Madison Water Utility

Wholesale Water Service

Monthly Public Fire Protection Service Charges:

Fitchburg	$ 159.00
Maple Bluff	$2,821.00
Shorewood Hills	$3,293.00
Waunona Sanitary District No. 2	$1,802.00

Monthly General Service Charges:

Fitchburg	$ 98.40
Maple Bluff	$ 393.60
Shorewood Hills	$ 447.60
Waunona Sanitary District No. 2	$ 196.80

Plus Volume Charges:

Fitchburg	$2.84 per 1,000 gallons
Maple Bluff	$2.05 per 1,000 gallons
Shorewood Hills	$1.50 per 1,000 gallons
Waunona Sanitary District No. 2	$1.54 per 1,000 gallons

Billing: Same as Schedule Mg-1.

Other Charges

Payment Not Honored by Financial Institution Charge: The utility shall assess a $25.00 charge when a payment rendered for utility service is not honored by the customer's financial institution. This charge may not be in addition to, but may be inclusive of, other such charges when the payment was for multiple services.

Billing: Same as Schedule Mg-1.

Public Service Commission of Wisconsin

Madison Water Utility

Public Service

Metered Service
Water used by the City of Madison on an intermittent basis for flushing sewers, street washing, flooding skating rinks, drinking fountains, etc., shall be metered and billed according to the rates set forth in Schedule Mg-1 for nonresidential customers.

Unmetered Service
Where it is impossible to meter the service, the utility shall estimate the volume of water used based on the pressure, size of opening, and the period of time the water is used. The estimated quantity shall be billed at the volumetric rates set forth in Schedule Mg-1 for nonresidential customers, excluding any service charges.

Billing: Same as Schedule Mg-1.

Public Service Commission of Wisconsin

Madison Water Utility

General Water Service - Unmetered

Service may be supplied temporarily on an unmetered basis where the utility cannot immediately install a water meter, including water used for construction. Unmetered service shall be billed the amount that would be charged to a metered residential customer using 4,000 gallons of water per month under Schedule Mg-1, including the service charge for a ⅝-inch meter. If the utility determines that actual usage exceeds 4,000 gallons of water per month, an additional charge for the estimated excess usage shall be made according to the rates under Schedule Mg-1.

This schedule applies only to customers with a 1-inch or smaller service connection. For customers with a larger service connection, the utility shall install a temporary meter and charges shall be based on the rates set forth under Schedule Mg-1.

Billing: Same as Schedule Mg-1.

Seasonal Service

Seasonal customers are general service customers who voluntarily request disconnection of water service and who resume service at the same location within 12 months of the disconnection, unless service has been provided to another customer at that location in the intervening period. The utility shall bill seasonal customers the applicable service charges under Schedule Mg-1 year-round, including the period of temporary disconnection.

Seasonal service shall include customers taking service under Schedule Mg-1 or Schedule Ug-1.

Upon reconnection, the utility shall apply a charge under Schedule R-1 and require payment of any unpaid charges under this schedule.

Billing: Same as Schedule Mg-1, unless the utility and customer agree to an alternative payment schedule for the period of voluntary disconnection.

Public Service Commission of Wisconsin

Madison Water Utility

Bulk Water

All bulk water supplied from the water system through hydrants or other connections shall be metered or estimated by the utility. Utility personnel or a party approved by the utility shall supervise the delivery of water.

Bulk water sales are:

A. Water supplied by tank trucks or from hydrants for the purpose of extinguishing fires outside the utility's service area;

B. Water supplied by tank trucks or from hydrants for purposes other than extinguishing fires, such as water used for irrigation or filling swimming pools; or,

C. Water supplied from hydrants or other temporary connections for general service type applications, except that Schedule Ug-1 applies for water supplied for construction purposes.

Metered Hydrant and Other Measured Connection Charges

A charge for the volume of water used will be billed to the party using the water at the highest volume charge in Schedule Mg-1. A service charge, in addition to the volumetric charge, will be $50.00. In addition, for meters that are assigned to bulk water customers for more than 7 days, the applicable service charge in Schedule Mg-1 will apply after the first 7 days.

Unmetered Hydrant Charges

Hydrants may be used for short periods upon payment of charges as specified, with such usage subject to conditions outlined here or specified by the rules and regulations of the water utility.

Charge for initial period not to exceed 15 days - $225.00

This charge is based on the following:

Service charge for installation -	$120.00
Water usage charge (minimum of 37,500 gallons) -	$190.00

Bulk Water

Additional Charges

Installation of additional valves at same time as initial installation -	$30.00
Moving valve to another hydrant vicinity -	$60.00
Water usage charge (after initial period of use beyond 15 days) -	$12.70 per day
Hydrant flow test -	$120.00 per test

Deposits

The water utility may require reasonable deposits for the temporary use of its equipment under this and other rate schedules. The deposit(s) collected will be refunded upon return of the utility's equipment. Damaged or lost equipment will be repaired or replaced at the customer's expense.

A service charge of $50.00 and a charge for the volume of water used shall be billed to the party using the water. The volumetric charge shall be calculated using the highest volumetric rate for residential customers under Schedule Mg-1. In addition, for meters that are assigned to bulk water customers for more than 7 days, the applicable service charge in Schedule Mg-1 will apply after the first 7 days.

The water utility may require a reasonable deposit for the temporary use of its equipment under this and other rate schedules. The deposit(s) collected shall be refunded upon return of the utility's equipment. Damaged or lost equipment shall be repaired or replaced at the customer's expense.

Billing: Same as Schedule Mg-1.

Public Service Commission of Wisconsin

Madison Water Utility

Reconnection Charges

	During Normal Business Hours	After Normal Business Hours
Reinstallation of meter, including valving at curb stop	$ 50.00	$ 70.00
Valve turned on at curb stop	$ 30.00	$ 50.00

Note: No charge for disconnection.

Billing: Same as Schedule Mg-1.

Public Service Commission of Wisconsin

Madison Water Utility

Water Lateral Installation Charge

Subdivision developers shall be responsible, where the main extension has been approved by the utility, for the water service lateral installation costs from the main through the curb stop and box.

When the cost of service laterals installed during a utility main extension are to be collected through assessment, the assessment rate will be determined for each installation project based on the actual cost of that project.

The initial water service lateral(s), not installed as part of a subdivision development or an assessable utility extension, will be installed at the property owner's expense from the main through the curb stop and box as follows:

Size	Improvement Service Lateral	Regular Service Lateral
1, 1½, and 2-inch	by Utility at Actual Cost	by Property Owner's Contractor
4-inch and larger	by Utility at Actual Cost	by Utility at Actual Cost or by Property Owner's Contractor

A water service lateral is a water supply pipe laid from a water main through the curb stop and box, usually set 8 feet into the street right of way.

An improvement service lateral is a water service lateral installed in a new plat or a new street project prior to paving where service will not be used until a later date.

A regular service lateral is a water service lateral installed upon application by the property owner.

Madison Water Utility will make no connections to the property owner's service lateral. Connection will be made by the property owner's plumber.

If a property owner requests that a service lateral be installed by a Board of Public Works approved contractor, all work shall be done in accordance with the City of Madison Standard Specifications for Public Works Construction. A water utility inspector must be present during installation, and the property owner is responsible for paying an inspection fee at the time of application. This inspection fee shall be a reasonable cost as set forth in the water utility's Fee Schedule approved by the Board of Water Commissioners. The contractor shall provide the water utility a minimum notice of one working day so that an inspector can be scheduled. The contractor shall also provide the water utility with the cost of installation for the street portion of the service lateral.

Water Lateral Installation Charge

Lead Service Laterals

When property owners apply for lead service lateral replacement, new service laterals will be installed on the utility side at no expense to the property owner if they are properly sized. If existing service laterals are not properly sized, the water utility will install the adequate size and the property owner will be charged for the incremental cost of materials and labor as set forth in the water utility's Fee Schedule approved by the Board of Water Commissioners.

Billing: Same as Schedule Mg-1.

Water Utility Operating Rules

Compliance with Rules

All persons now receiving water service from this water utility, or who may request service in the future, shall be considered as having agreed to be bound by the rules and regulations as filed with the Public Service Commission of Wisconsin.

Establishment of Service

Application for water service may be made in writing on a form furnished by the water utility. The application will contain the legal description of the property to be served, the name of the owner, the exact use to be made of the service, and the size of the service lateral and meter desired. Note particularly any special refrigeration, fire protection, or water-consuming air-conditioning equipment.

Service will be furnished only if (1) the premises have a frontage on a properly platted street or public strip in which a cast iron or other long-life water main has been laid, or where the property owner has agreed to and complied with the provisions of the water utility's filed main extension rule, (2) the property owner has installed or agrees to install a service lateral from the curb stop to the point of use that is not less than 6 feet below the surface of an established or proposed grade and meets the water utility's specifications, and (3) the premises have adequate piping beyond the metering point.

The owner of a multi-unit dwelling has the option of being served by individual metered water service to each unit. The owner, by selecting this option, is required to provide interior plumbing and meter settings to enable individual metered service to each unit and individual disconnection without affecting service to other units. Each meter and meter connection will be treated as a separate water utility account for the purpose of the filed rules and regulations.

No division of the water service lateral to any lot or parcel of land shall be made for the extension and independent metering of the supply to an adjoining lot or parcel of land. Except for duplexes, no division of a water service lateral shall be made at the curb for separate supplies for two or more separate premises having frontage on any street or public service strip, whether owned by the same or different parties. Duplexes may be served by one lateral provided (1) individual metered service and disconnection is provided and (2) it is permitted by local ordinance.

Buildings used in the same business, located on the same parcel, and served by a single lateral may have the customer’s water supply piping installed to a central point so that volume can be metered in one place.

The water utility may withhold approval of any application where full information of the purpose of such supply is not clearly indicated and set forth by the applicant property owner.

Water Utility Operating Rules

Reconnection of Service

Where the water utility has disconnected service at the customer's request, a reconnection charge shall be made when the customer requests reconnection of service. See Schedule R-1 for the applicable rate.

A reconnection charge shall also be required from customers whose services are disconnected (shut off at curb stop box) because of nonpayment of bills when due. See Schedule R-1 for the applicable rate.

If reconnection is requested for the same location by any member of the same household, or, if a place of business, by any partner of the same business, it shall be considered as the same customer.

Temporary Metered Service, Meter, and Deposits

An applicant for temporary water service on a metered basis shall make and maintain a monetary deposit for each meter installed as security for payment for use of water and for such other charges which may arise from the use of the supply. A charge shall be made for setting the valve and furnishing and setting the meter. See Schedule BW-1 for the applicable rate.

Water for Construction

When water is requested for construction purposes or for filling tanks or other such uses, an application shall be made to the water utility, in writing, giving a statement of the amount of construction work to be done or the size of the tank to be filled, etc. Payment for the water for construction may be required in advance at the scheduled rates. The service lateral must be installed into the building before water can be used. No connection with the service lateral at the curb shall be made without special permission from the water utility. In no case will any employee of the water utility turn on water for construction work unless the contractor has obtained permission from the water utility.

Customers shall not allow contractors, masons, or other persons to take unmetered water from their premises without permission from the water utility. Any customer failing to comply with this provision may have water service discontinued and will be responsible for the cost of the estimated volume of water used.

Water Utility Operating Rules

Use of Hydrants

In cases where no other supply is available, permission may be granted by the water utility to use a hydrant. No hydrant shall be used until the proper meter and valve are installed. In no case shall any valve be installed or moved except by an employee of the water utility.

Before a valve is set, payment must be made for its setting and for the water to be used at the scheduled rates. Where applicable, see Schedule BW-1 for deposits and charges. Upon completing the use of the hydrant, the customer must notify the water utility to that effect.

Operation of Valves and Hydrants and Unauthorized Use of Water - Penalty

Any person who shall, without authority of the water utility, allow contractors, masons, or other unauthorized persons to take water from their premises, operate any valve connected with the street or supply mains, or open any fire hydrant connected with the distribution system, except for the purpose of extinguishing fire, or who shall wantonly damage or impair the same, shall be subject to a fine as provided by municipal ordinance. Utility permission for the use of hydrants applies only to such hydrants that are designated for the specific use.

Refunds of Monetary Deposits

All money deposited as security for payment of charges arising from the use of temporary water service on a metered basis, or for the return of a hydrant valve and fixtures if the water is used on an unmetered basis, will be refunded to the depositor on the termination of the use of water, the payment of all charges levied against the depositor, and the return of the water utility's equipment.

Service Laterals

No water service lateral shall be laid through any trench having cinders, rubbish, rock or gravel fill, or any other material which may cause injury to or disintegration of the service lateral, unless adequate means of protection are provided by sand filling or such other insulation as may be approved by the water utility. Service laterals passing through curb or retaining walls shall be adequately safeguarded by provision of a channel space or pipe casing not less than twice the diameter of the service connection. The space between the service lateral and the channel or pipe casing shall be filled and lightly caulked with an oakum, mastic cement, or other resilient material and made impervious to moisture.

In backfilling the pipe trench, the service lateral must be protected against injury by carefully hand tamping the ground filling around the pipe. There should be at least 6 inches of ground filling over the pipe, and it should be free from hard lumps, rocks, stones, or other injurious material.

Water Utility Operating Rules

Service Laterals (continued)

All water service laterals shall be of undiminished size from the street main into the point of meter placement. Beyond the meter outlet valve, the piping shall be sized and proportioned to provide, on all floors, at all times, an equitable distribution of the water supply for the greatest probable number of fixtures or appliances operating simultaneously.

Replacement and Repair of Service Laterals

The service lateral from the main to and through the curb stop will be maintained and kept in repair and, when worn out, replaced at the expense of the water utility. The property owner shall maintain the service lateral from the curb stop to the point of use.

If an owner fails to repair a leaking or broken service lateral from the curb to the point of metering or use within such time as may appear reasonable to the water utility after notification has been served on the owner by the water utility, the water will be shut off and will not be turned on again until the repairs have been completed.

Abandonment of Service

If a property owner changes the use of a property currently receiving water service such that water service will no longer be needed in the future, the water utility may require the abandonment of the water service at the water main. In such case, the property owner may be responsible for all removal and/or repair costs, including the water main and the utility portion of the water service lateral.

Charges for Water Wasted Due to Leaks

See Wis. Admin. Code § PSC 185.35 or Schedule X-4, if applicable.

Thawing Frozen Service Laterals

See Wis. Admin. Code § PSC 185.88 or Schedule X-4, if applicable.

Curb Stop Boxes

The curb stop box is the property of the water utility. The water utility is responsible for its repair and maintenance. This includes maintaining, through adjustment, the curb stop box at an appropriate grade level where no direct action by the property owner or occupant has contributed to an elevation problem. The property owner is responsible for protecting the curb stop box from situations that could obstruct access to it or unduly expose it to harm. The water utility shall not be liable for failure to locate the curb stop box and shut off the water in case of a leak on the owner's premises.

Water Utility Operating Rules

Installation of Meters

Meters will be owned, furnished, and installed by the water utility or a utility-approved contractor and are not to be disconnected or tampered with by the customer. All meters shall be so located that they shall be protected from obstructions and permit ready access for reading, inspection, and servicing, such location to be designated or approved by the water utility. All piping within the building must be supplied by the owner. Where additional meters are desired by the owner, the owner shall pay for all piping. Where applicable, see Schedule Am-1 for rates.

Repairs to Meters

Meters will be repaired by the water utility, and the cost of such repairs caused by ordinary wear and tear will be borne by the water utility.

Repair of any damage to a meter resulting from the carelessness of the owner of the premises, owner's agent, or tenant, or from the negligence of any one of them to properly secure and protect same, including any damage that may result from allowing a water meter to become frozen or to be damaged from the presence of hot water or steam in the meter, shall be paid for by the customer or the owner of the premises.

Service Piping for Meter Settings

Where the original service piping is installed for a new metered customer, where existing service piping is changed for the customer's convenience, or where a new meter is installed for an existing unmetered customer, the owner of the premises at his/her expense shall provide a suitable location and the proper connections for the meter. The meter setting and associated plumbing shall comply with the water utility's standards. The water utility should be consulted as to the type and size of the meter setting.

Turning on Water

The water may only be turned on for a customer by an authorized employee of the water utility. Plumbers may turn the water on to test their work, but upon completion must leave the water turned off.

Sprinkling Restrictions and Emergency Water Conditions

Where the municipality has a policy regarding sprinkling restrictions and/or emergency water conditions, failure to comply with such may result in disconnection of service.

See Wis. Admin. Code § PSC 185.37.

Water Utility Operating Rules

Failure to Read Meters

Where the water utility is unable to read a meter, the fact will be plainly indicated on the bill, and either an estimated bill will be computed or the minimum charge applied. The difference shall be adjusted when the meter is again read, that is, the bill for the succeeding billing period will be computed with the gallons or cubic feet in each block of the rate schedule doubled, and credit will be given on that bill for the amount of the bill paid the preceding period. Only in unusual cases shall more than three consecutive estimated or minimum bills be rendered.

If the meter is damaged (see Surreptitious Use of Water) or fails to operate, the bill will be based on the average use during the past year, unless there is some reason why the use is not normal. If the average use cannot be properly determined, the bill will be estimated by some equitable method.

See Wis. Admin. Code § PSC 185.33.

Complaint Meter Tests

See Wis. Admin. Code § PSC 185.77.

Inspection of Premises

During reasonable hours, any officer or authorized employee of the water utility shall have the right of access to the premises supplied with service for the purpose of inspection or for the enforcement of the water utility's rules and regulations. Whenever appropriate, the water utility will make a systematic inspection of all unmetered water taps for the purpose of checking waste and unnecessary use of water.

See Wis. Stat. § 196.171.

Vacation of Premises

When premises are to be vacated, the water utility shall be notified, in writing, at once, so that it may remove the meter and shut off the water supply at the curb stop. The owner of the premises shall be liable for prosecution for any damage to the water utility's property. See "Abandonment of Service" in Schedule X-1 for further information.

Deposits for Residential Service

See Wis. Admin. Code § PSC 185.36.

Water Utility Operating Rules

Deposits for Nonresidential Service

See Wis. Admin. Code § PSC 185.361.

Deferred Payment Agreement

See Wis. Admin. Code § PSC 185.38 or Schedule X-4, if applicable.

Dispute Procedures

See Wis. Admin. Code § PSC 185.39.

Disconnection and Refusal of Service

See Wis. Admin. Code § PSC 185.37.

The following is an example of a disconnection notice that the utility may use to provide the required notice to customers.

DISCONNECTION NOTICE

Dear Customer:

The bill enclosed with this notice includes your current charge for water utility service and your previous unpaid balance.

You have 10 days to pay the water utility service arrears or your service is subject to disconnection.

If you fail to pay the service arrears or fail to contact us within the 10 days allowed to make reasonable deferred payment arrangement or other suitable arrangement, we will proceed with disconnection action.

To avoid the inconvenience of service interruption and an additional charge of (amount) for reconnection, we urge you to pay the full arrears IMMEDIATELY AT ONE OF OUR OFFICES.

If you have entered into a Deferred Payment Agreement with us and have failed to make the deferred payments you agreed to, your service will be subject to disconnection unless you pay the entire amount due within 10 days.

If you have a reason for delaying the payment, call us and explain the situation.

Water Utility Operating Rules

Disconnection and Refusal of Service (continued)

DISCONNECTION NOTICE (continued)

PLEASE CALL THIS TELEPHONE NUMBER, (telephone number), IMMEDIATELY IF:

1. You dispute the notice of delinquent account.
2. You have a question about your water utility service arrears.
3. You are unable to pay the full amount of the bill and are willing to enter into a deferred payment agreement with us.
4. There are any circumstances you think should be taken into consideration before service is discontinued.
5. Any resident is seriously ill.

Illness Provision: If there is an existing medical emergency in your home and you furnish the water utility with a statement signed by either a licensed Wisconsin physician or a public health official, we will delay disconnection of service up to 21 days. The statement must identify the medical emergency and specify the period of time during which disconnection will aggravate the existing emergency.

Deferred Payment Agreements: If you are a residential customer and you are unable to pay the full amount of the water utility service arrears on your bill, you may contact the water utility to discuss arrangements to pay the arrears over an extended period of time.

This time payment agreement will require:

1. Payment of a reasonable amount at the time the agreement is made.
2. Payment of the remainder of the outstanding balance in monthly installments over a reasonable length of time.
3. Payment of all future water utility service bills in full by the due date.

In any situation where you are unable to resolve billing disputes or disputes about the grounds for proposed disconnection through contacts with our water utility, you may make an appeal to the Public Service Commission of Wisconsin by calling (800) 225-7729.

(WATER UTILITY NAME)

Water Utility Operating Rules

Collection of Overdue Bills

An amount owed by the customer may be levied as a tax as provided in Wis. Stat. § 66.0809.

Surreptitious Use of Water

When the water utility has reasonable evidence that a person is obtaining water, in whole or in part, by means of devices or methods used to stop or interfere with the proper metering of the water utility service being delivered, the water utility reserves the right to estimate and present immediately a bill for unmetered service as a result of such interference, and such bill shall be payable subject to a 24-hour disconnection of service. If the water utility disconnects the service for any such reason, the water utility will reconnect the service upon the following conditions:

A. The customer will be required to deposit with the water utility an amount sufficient to guarantee the payment of the bills for water utility service.

B. The customer will be required to pay the water utility for any and all damages to water utility equipment resulting from such interference with the metering.

C. The customer must further agree to comply with reasonable requirements to protect the water utility against further losses.

See Wis. Stat. §§ 98.26 and 943.20.

Repairs to Mains

The water utility reserves the right to shut off the water supply in the mains temporarily to make repairs, alterations, or additions to the plant or system. When the circumstances will permit, the water utility will give notification, by newspaper publication or otherwise, of the discontinuance of the water supply. No credit will be allowed to customers for such temporary suspension of the water supply.

See Wis. Admin. Code § PSC 185.87.

Duty of Water Utility with Respect to Safety of the Public

It shall be the duty of the water utility to see that all open ditches for water mains, hydrants, and service laterals are properly guarded to prevent accident to any person or vehicle, and at night there shall be displayed proper signal lighting to insure the safety of the public.

Water Utility Operating Rules

Handling Water Mains and Service Laterals in Excavation Trenches

Contractors must call Digger's Hotline and ensure a location is done to establish the existence and location of all water mains and service laterals as provided in Wis. Stat. § 182.0175. Where water mains or service laterals have been removed, cut, or damaged during trench excavation, the contractors must, at their own expense, cause them to be replaced or repaired at once. Contractors must not shut off the water service laterals to any customer for a period exceeding 6 hours.

Protective Devices

A. Protective Devices in General: The owner or occupant of every premise receiving water supply shall apply and maintain suitable means of protection of the premise supply and all appliances against damage arising in any manner from the use of the water supply, variation of water pressure, or any interruption of water supply. Particularly, such owner or occupant must protect water-cooled compressors for refrigeration systems by means of high and/or low pressure safety cutout devices. There shall likewise be provided means for the prevention of the transmission of water ram or noise of operation of any valve or appliance through the piping of their own or adjacent premises.

B. Relief Valves: On all "closed systems" (i.e., systems having a check valve, pressure regulator, reducing valve, water filter, or softener), an effective pressure relief valve shall be installed at or near the top of the hot water tank or at the hot water distribution pipe connection to the tank. No stop valve shall be placed between the hot water tank and the relief valve or on the drain pipe. See applicable plumbing codes.

C. Air Chambers: An air chamber or approved shock absorber shall be installed at the terminus of each riser, fixture branch, or hydraulic elevator main for the prevention of undue water hammer. The air chamber shall be sized in conformance with local plumbing codes. Where possible, the air chamber should be provided at its base with a valve for water drainage and replenishment of air.

Cross-Connections

Every person owning or occupying a premise receiving municipal water supply shall maintain such municipal water supply free from any connection, either of a direct or of an indirect nature, with a water supply from a foreign source or of any manner of connection with any fixture or appliance whereby water from a foreign supply or the waste from any fixture, appliance, or waste or soil pipe may flow or be siphoned or pumped into the piping of the municipal water system.

See Wis. Admin. Code § NR 811.06.

Water Main Extension Rule

Application

Written application for extension of a water main shall made to the Water Utility Manager by the owner of the property to be benefited, or his authorized agent. The application shall state the location of the premises to be served by its officially recorded description. To support an application, the applicant may submit the signatures of owners of land fronting on said main extension agreeing to their intent to apply for water service upon completion of said extension.

Location of Property to be Served

All property to be served by the main extension shall front on an existing public right-of-way or public water main easement, unless specifically authorized by resolution of the Madison Common Council.

Methods for Installation of Mains

A. Private Contracts

This is the most common method for installing mains. It is intended for use when all the property to be serviced by the main extension is under one ownership. The method is as follows:

1. The developed applies for a main extension and indicates that the mains are to be installed by private contract.

2. The Board of Public Works introduces a resolution to the Common Council whereby the Council orders the main laid and authorizes the Mayor and City Clerk to enter into a contract with the developer for the installation of the mains by private contract.

3. The developer and the City enter into a contract whereby the City agrees to provide water service and the developer agrees to install all water mains 10 inches and smaller at no cost to the City. For mains 12 inches and larger, the City agrees to pay the incremental material cost between 10 inch and the size installed. The developer further agrees to prepay all City costs of the project; to provide a performance bond, irrevocable letter of credit, or certified check for the full amount of the project to be in effect for one year after acceptance of the project; and upon acceptance of the project to turn ownership and control of the mains over to the water utility.

4. The developed engages a contractor who is qualified by the Board of Public Works who install the water mains.

5. Upon completion of the project, the water utility will require certification that all bills are paid and will then introduce a resolution to the Common Council accepting the project. One year after acceptance, the bond, irrevocable letter of credit, or the certified check will be released.

B. Water Utility Contract with Future Assessments and Refunds

This method may be used at the option of the Water Utility Manager when a large portion of the project will benefit property not under ownership of the developer. The method is as follows:

1. The water utility will determine the amount, based on the assessment rate as per Chapter 13.19 of the City Ordinances, which would be assessed if the entire project were to be immediately assessable.

2. The Board of Public Works introduces a resolution to the Common Council whereby the Council order the mains to be laid and authorizes the Mayor and City Clerk to enter into a contract with the party applying for the main.

3. The City and the party applying for the main enter into a contract whereby the City agrees to install the main and the party applying for the main agrees to prepay the amount determined in B.1. The City further agrees that, after all the costs of the project are accounted for, a revised assessment rate shall be determined as per the procedure outlined in Chapter 13.19. The City further agrees that as property along the mains, which is not under the ownership of the party requesting the mains, becomes assessable, the City will assess said property in accordance with Chapter 13.19. If said property is assessed within 10 years of the date of acceptance of the project, the assessments shall be returned to the party requesting the main. If the property is assessed after that date, the water utility shall retain the assessments.

4. The City then lets a contract and has the mains installed.

Water Main Extension Rule

C. Water Utility contract with Assessments

This method is intended for use only upon approval of the Water Utility Manager when funds are available for utility financed mains. The method is intended mainly for use when there is no party requesting water service, such as when main are installed in street projects or to improve the hydraulic characteristics of the distribution system.

In those cases where this method is used to install mains upon application, the person requesting the mains shall be responsible for grading the street prior to main construction and for any additional construction costs due to frozen ground.

SEE MADISON GENERAL ORDINANCE 13.19